Transform Virtual Training for Better Results



Project Title	Transform Virtual Training for Better Results
Project Silmman	Put your technology savvy to work by remodeling the online training materials for an important enterprise Department project
Country	United States

Project Description

If you are detail-oriented, tech savvy, and know what makes educational materials compelling and easy to understand, then we need you! The CRM Office leads the deployment and training on the Department's enterprise contact relationship management platform hosted on Salesforce. We're in the process of transitioning our online training materials to a new learning management system (LMS), and we need a virtual intern to help us rebuild our curriculum (already in the format of pre-made lessons, videos, slide decks, and handouts) as well as create/suggest a better way of categorizing or organizing our training content within the new system. Working with the CRM sustainment training team, the selected virtual intern will design self-paced tutorials that cover key CRM platform functionalities and maximize the learning outcomes among our tool's large user base.

Required Skills or Interests

Skill(s)	
Design thinking	
Editing and proofreading	
Educational design	

Additional Information

The CRM Office, within the Bureau of Global Public Affairs, manages the global deployment of the Contact Relationship Management (CRM) platform. It includes contact management, event planning, and email marketing capabilities in a way that is intuitive and accessible, leveraging both Salesforce and Campaign Monitor platforms. CRM provides overseas U.S. embassies and consulates with a unified, consistent way to

manage Department contacts in support of strategic outreach and engagement efforts.

Language Requirements

None